



Department of Medical Assistance Services
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Richmond, Virginia 23219

www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All Psychiatric Services providers participating in
the Virginia Medical Assistance Program,
Managed Care Organizations and holders of the
Psychiatric Services Provider Manual

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services

SUBJECT: Update to the Psychiatric Services Provider Manual

MEMO: Update

DATE: October 10, 2007

The purpose of this memorandum is to update providers on the changes to Chapters IV, V, and Appendix C of the Psychiatric Services Manual. The attached table shows the changes to the manual. Please download the new chapters to insert into your Provider Manual and retain the attached table.

Amendments to Appendix C:

- Provides clarification of outpatient psychiatric services prior authorization process as separate from the substance abuse services (SAS).
- Provides information on the prior authorization process for SA services.
- Provide clarification on non-covered EPSDT services.

Amendments to Chapter IV:

- Adds information on discharge criteria for SA services.
- Provides clarification on service limits for outpatient psychiatric services and SA services.

Amendments to Chapter V:

- Provides clarification on changes to the billing process for psychiatric residential treatment services.
- Clarification on the professionals eligible for reimbursement of psychiatric and SA services.

Please review these changes carefully.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the "DMAS Content Menu" column on the left-hand side of the DMAS web page for the "Provider Services" link, which takes you to the "Manuals, Memos and Communications" link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates that are requested.

"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The "HELPLINE" numbers are:

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|----------------|---|
| 1-804-786-6273 | Richmond area and out-of-state long distance |
| 1-800-552-8627 | All other areas (in-state, toll-free long distance) |

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

PROVIDER E-NEWSLETTER SIGN-UP

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at www.dmas.virginia.gov/pr-enewsletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.

Attached Number of Pages: (1)

**PSYCHIATRIC SERVICES MANUAL
REVISION CHART
October 10, 2007**

SUMMARY OF REVISIONS

| MANUAL SECTION | MATERIAL REVISED | NEW PAGE NUMBER(S) | REVISED PAGE(S) | REVISION DATE |
|---------------------------|-----------------------------|-------------------------------|----------------------------|--------------------------|
| Appendix C | Appendix C | Entire Section | Appendix C | 10/10/2007 |
| Chapter IV | Entire Chapter | Entire Chapter | Entire Chapter | 10/10/2007 |
| Chapter V | Entire Chapter | Entire Chapter | Entire Chapter | 10/10/2007 |

FILING INSTRUCTIONS

| MANUAL SECTION | DISCARD | INSERT | OTHER INSTRUCTIONS |
|---------------------------|----------------|----------------|-------------------------------|
| Appendix C | Old Appendix C | New Appendix C | |
| Chapter IV | Old Chapter IV | New Chapter IV | |
| Chapter V | Old Chapter V | New Chapter V | |